

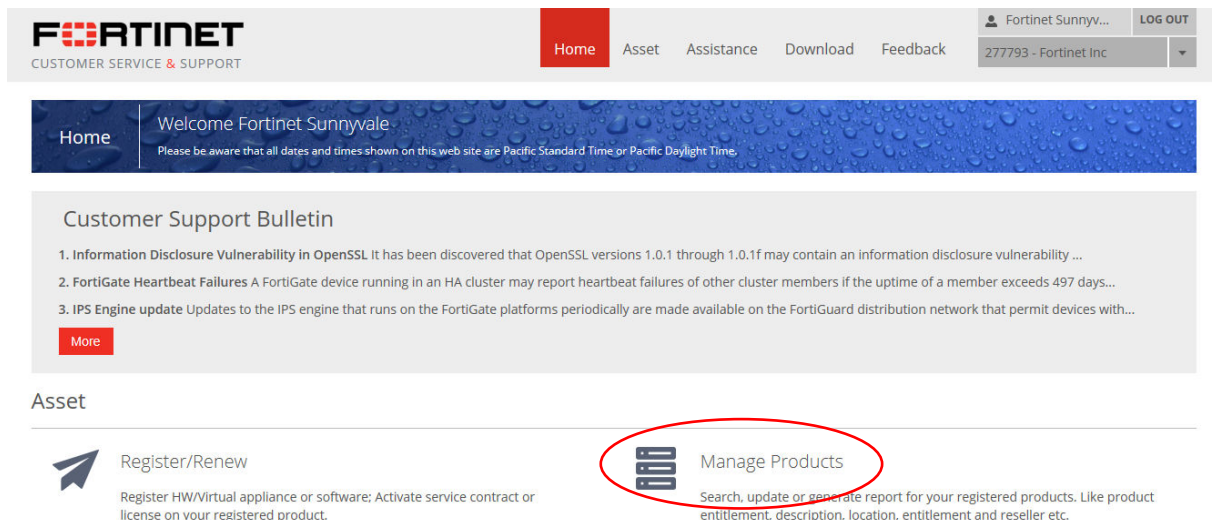
Register a Product after an RMA

All service contracts together with registration must be transferred to replacement unit every once the RMA replacement process is completed. This RMA transfer process is important as failure to do so will cause the replacement unit run without accurate registration status and valid service contract. Nonetheless, the steps are simple and easy which takes you less than a minute to complete.

1. Login to <https://support.fortinet.com> with your **account ID/email** and **password**

*Account ID/Email must be the same full email address where the product is currently registered to.

2. Under Asset, select “Manage Products”



FORTINET
CUSTOMER SERVICE & SUPPORT

Home Asset Assistance Download Feedback

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Home Welcome Fortinet Sunnyvale
Please be aware that all dates and times shown on this web site are Pacific Standard Time or Pacific Daylight Time.

Customer Support Bulletin

1. Information Disclosure Vulnerability in OpenSSL It has been discovered that OpenSSL versions 1.0.1 through 1.0.1f may contain an information disclosure vulnerability ...
2. FortiGate Heartbeat Failures A FortiGate device running in an HA cluster may report heartbeat failures of other cluster members if the uptime of a member exceeds 497 days...
3. IPS Engine update Updates to the IPS engine that runs on the FortiGate platforms periodically are made available on the FortiGuard distribution network that permit devices with...

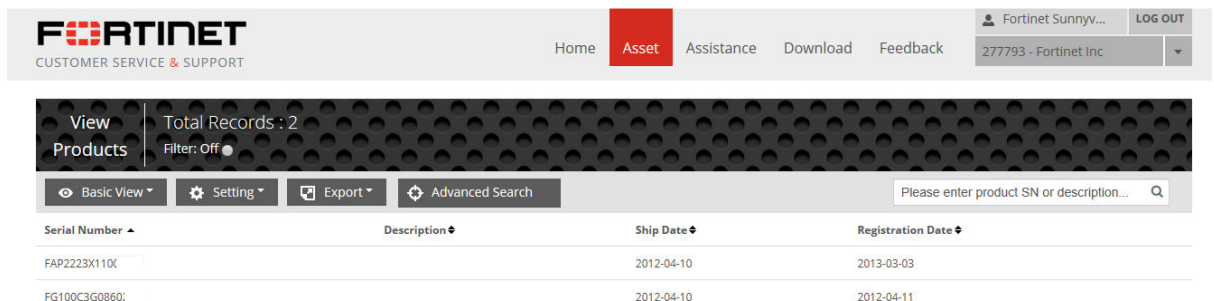
More

Asset

Register/Renew
Register HW/Virtual appliance or software; Activate service contract or license on your registered product.

Manage Products
Search, update or generate report for your registered products. Like product entitlement, description, location, entitlement and reseller etc.

3. Select the serial number of defective unit from the list.



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View Products Total Records : 2
Filter: Off

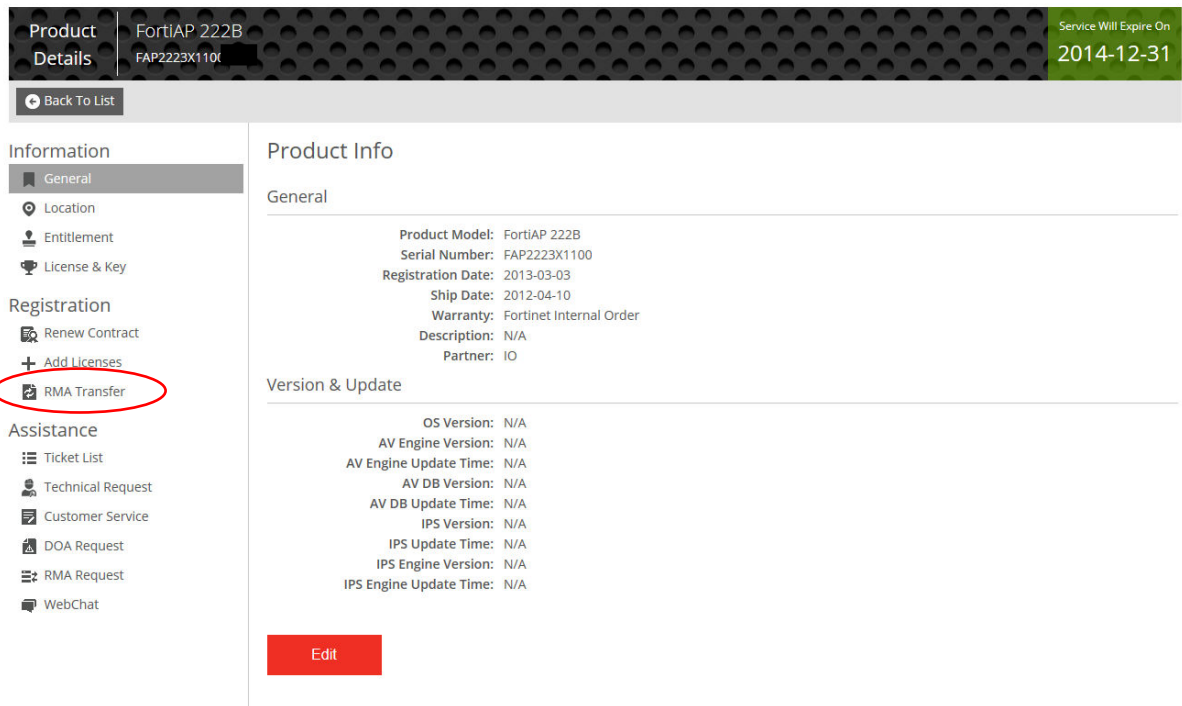
Basic View Setting Export Advanced Search

Please enter product SN or description...

Serial Number	Description	Ship Date	Registration Date
FAP2223X110C		2012-04-10	2013-03-03
FG100C3G0860		2012-04-10	2012-04-11

Register a Product after an RMA

4. Next, choose  RMA Transfer.



Product Details FortiAP 222B
FAP2223X1100 Service Will Expire On 2014-12-31

[Back To List](#)

Information

- General
- Location
- Entitlement
- License & Key

Registration

- Renew Contract
- + Add Licenses**
- RMA Transfer**

Assistance

- Ticket List
- Technical Request
- Customer Service
- DOA Request
- RMA Request
- WebChat

Product Info

General

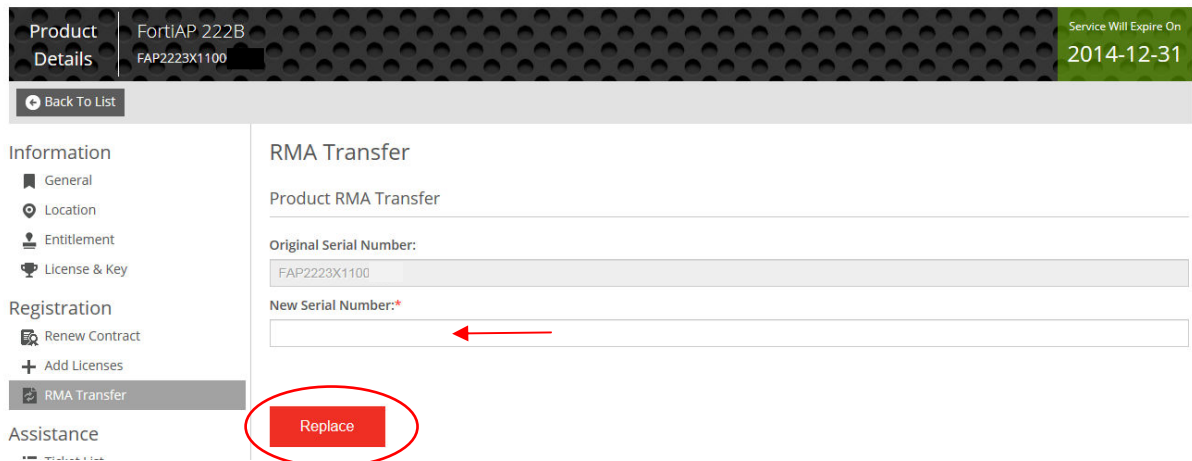
Product Model: FortiAP 222B
Serial Number: FAP2223X1100
Registration Date: 2013-03-03
Ship Date: 2012-04-10
Warranty: Fortinet Internal Order
Description: N/A
Partner: IO

Version & Update

OS Version: N/A
AV Engine Version: N/A
AV Engine Update Time: N/A
AV DB Version: N/A
AV DB Update Time: N/A
IPS Version: N/A
IPS Update Time: N/A
IPS Engine Version: N/A
IPS Engine Update Time: N/A

[Edit](#)

5. An original serial number will be displayed. Enter the 16 characters serial number of replacement unit under the column of “New Serial Number*”, click “**Replace**” to complete the RMA transfer.



Product Details FortiAP 222B
FAP2223X1100 Service Will Expire On 2014-12-31

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Assistance

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RMA Transfer

Product RMA Transfer

Original Serial Number:
FAP2223X1100

New Serial Number:*

[Replace](#)

Note: RMA transfer can be done ONLY for serial number of defective unit which still registered in your support account. If you experience problem to perform RMA transfer, submit Customer Service request for assistance.